



HSIN Plays Vital Role in

# EVENT SECURITY

for the Waste Management® Phoenix Open



For several consecutive years, HSIN has been used for planning, operational support and situational awareness reporting at this week-long event to ensure the safety of more than 525,000 attendees despite high temperatures, elevated structures, water hazards and unguarded access.

**Organizations**

Scottsdale, AZ Police & Fire Departments  
Phoenix, AZ Police & Fire Departments  
Chandler, AZ Police Department  
Tempe, AZ Police Department  
Mesa, AZ Police Department  
Maricopa County, AZ Sheriff's Office  
FBI - Phoenix Office  
Arizona Department of Public Safety  
East Valley Gang & Criminal Information Fusion Center  
Arizona Counter Terrorism Information Center  
91st Civil Support Team (AZ)  
National Weather Service  
Mayo, Healthcare provider  
PMT, Ambulance provider  
ProEM (on-site contracted private security firm)

**Sectors**

Law Enforcement, Intelligence, Emergency Services and Emergency Management



## CASE STUDY

# HSIN: AN EFFECTIVE TOOL FOR IMPROVED SITUATIONAL AWARENESS AND ACTIONABLE INTELLIGENCE

Each January, HSIN is an integral part of event security at the Waste Management® Phoenix Open by supporting Scottsdale public safety professionals and key strategic partners with secure information sharing. HSIN plays a vital role in the delivery of safety and security services to the more than 525,000 fans, touring pros and tournament staff. As the largest attended and the fourth oldest Professional Golfers Association tournament, the Waste Management® Phoenix Open presents a unique set of challenges to public safety officials. In terms of attendance capacity, the 16<sup>th</sup> hole alone rivals many professional and collegiate basketball arenas accommodating nearly 20,000 people.

“The grand benefit of HSIN over the years has been the clear and straightforward presentation of critical event information that is readily accessible to any public safety stakeholder with internet access.”

**Lieutenant Jeffrey Trillo**  
Scottsdale Police Department

## Useful, Real-world Information

Scottsdale public safety professionals use HSIN to track emergency service calls. Geographical information system (GIS) mapping highlights response “hotspots,” such as the 18<sup>th</sup> hole where it was discovered that over 15,000 people were congregating. Mapping of all service calls improves situational awareness and enables swift action by public safety officials resulting in decreased response times. Tactical information such as weather, traffic patterns, safety and incident information and medical response requests are posted to HSIN and updated in real time.

Incident action plans, the previous day's incidents, layouts of each day's events, personnel schedules, contact information and known threats are also shared through HSIN giving key decision makers the useful information they need to make strategic decisions. “Police officers and firefighters can access critical event information from

## For Major Event Support HSIN Provides:

- **Training** – presented to key operators both prior to the event and just-in-time
- **Support** – provided by Mission Advocates and the HSIN Help Desk
- **Incident Tracker** – reported to police, fire and rescue personnel and senior officials/decision makers
- **GIS Features** – used to monitor location and density of incidents
- **Access** – consolidated mission critical information into one place for ready, easy access from anywhere

remote security, traffic and medical posts across the tournament venue. HSIN puts the power of information at their fingertips,” said Lieutenant Jeffery Trillo of the Scottsdale Police Department.

## Top-Notch Support

Mission Advocate support of the Waste Management® Phoenix Open begins months prior with preplanning and site design. About a month out, Mission Advocates train key users in the Scottsdale area, providing hands-on experience and point-by-point instructions. During the event, Mission Advocates are on-site to offer troubleshooting and practical tips acquired from their proven successes in the field. They are able to make enhancements to help users get the most out of their HSIN experience. “Scottsdale has benefited greatly from experiences brought in from Mission Advocates on how we can improve our use of the HSIN tool,” said Lieutenant Jeffery Trillo of the Scottsdale Police Department. “Keep it coming!”

**For more information:**  
[HSIN.Outreach@hq.dhs.gov](mailto:HSIN.Outreach@hq.dhs.gov)

